

विभागांना स्वतंत्र वेबसाईट तयार
करण्याबाबतच्या मार्गदर्शक सूचनेबाबत

महाराष्ट्र शासन
सामान्य प्रशासन विभाग,

शासन परिपत्रक क्रमांक: सीओएम२००१/प्रक्र१०३/२००१/३९,

मंत्रालय, मुंबई ४०० ०३२

दिनांक: २४ एप्रिल, २००२

वाचा:- १ शासन निर्णय क्रमांक: सीओएम१०९९/प्रक्र२७६/९९/३९ दि. २५/०१/२०००

२ शासन निर्णय क्रमांक: सीओएम१००१/प्रक्र१७४/०१/३९ दि. २९/१०/२००१

शासन परिपत्रक:-

महाराष्ट्र शासनाची वेबसाईट www.maharashtra.gov.in नुकतीच नव्याने कार्यरत करण्यात आली आहे. शासनाच्या वेबसाईटवर जी माहिती उपलब्ध करून द्यावयाची असेल त्याचे स्वरूप अतिशय सर्वसमावेशक असणार असून सर्व विभागांनी विशिष्ट पध्दतीने या बाबतीत कार्यवाही करावयाची आहे. सर्व विभाग तसेच शासनाचे अंगिकृत उपक्रम, सर्व जिल्हाधिकारी कार्यालये, जिल्हा परिषद कार्यालये, नगरपालिका, महानगरपालिका यांनी वेबसाईट साठी त्यांच्या सेवा व माहिती उपलब्ध करून देणे यासाठी कशाप्रकारे कार्यवाही करावी व अशी कार्यवाही करीत असताना कोणती पध्दत अनुसरावी याबाबत वापरावयाच्या मार्गदर्शक सूचना खालील प्रमाणे आहेत.

१) काही जनरिक डेटाबेसेस शासनाच्या वेबसाईटकरीता तयार करण्यात येत आहेत. यात वेगवेगळ्या विभागांसाठी स्वतंत्र संकेतांक वापरण्यात आले आहेत. सदर डेटाबेसेस मध्ये विभागांना आपल्या विभागाबाबतची माहिती भरण्याकरीता Content Management Systems (CMS) नावाची आज्ञावली इंटरनेटवर पुरविण्यात आली आहे त्यानुसार सर्व विभागांनी प्रथम CMS द्वारे आपल्या विभागा बाबतची माहिती भरावी.

२) सर्व विभागांनी वरील प्रमाणे माहिती भरल्यानंतर आवश्यकता भासल्यास विभागाची स्वतंत्र वेबसाईट विकसित करण्यासाठी खालील प्रमाणे कार्यवाही करावी.

अ) प्रत्येक विभागाने वेबसाईटवर उपलब्ध करून द्यावयाच्या किमान माहिती बाबतचा तपशील परिशिष्ट-१ मध्ये दिला आहे.

ब) सर्व विभाग तसेच शासनाचे अंगिकृत उपक्रम, सर्व जिल्हाधिकारी कार्यालये, जिल्हा परिषद कार्यालये, नगरपालिका, महानगरपालिका यांनी आपल्या वेबसाईट तयार करीत असताना त्या महाराष्ट्र शासनाच्या अधिकृत वेबसाईटशी लिंक करण्याची व्यवस्था करावी. याकरिता प्रत्येक पानावर शासनाचा लोगो असावा व त्यावरून शासनाच्या वेबसाईटकरीता लिंक असावी.

क) वेबसाईट विकसित करण्याबाबतच्या इतर सर्वसाधारण सूचनांबाबतचा तपशील परिशिष्ट-२ मध्ये दिला आहे.

३) शासनाची वेबसाईट ही सर्वसामान्य जनतेकरीता उपयुक्त व मार्गदर्शक असावी असे शासनाचे धोरण आहे त्याकरीता आपणा कडून योग्य सूचना आणि प्रतिसाद अपेक्षित आहे. महाराष्ट्राचे राज्यपाल यांच्या आदेशानुसार व नांवाने,

(नितिन गद्रे)

उप सचिव तथा संचालक(भात)

प्रति,

मुख्यमंत्री यांचे प्रधान सचिव

उपमुख्यमंत्री यांचे प्रधान सचिव

सर्व मंत्री/राज्यमंत्री यांचे खाजगी सचिव

शासनाचे मुख्य सचिव/अपर मुख्य सचिव/प्रधान सचिव/सचिव

सचिव महाराष्ट्र लोकआयुक्त व उपलोक आयुक्त यांचे कार्यालय, मुंबई

प्रधान सचिव महाराष्ट्र विधान मंडळ सचिवालय (विधान परिषद), मुंबई

सर्व विभागीय आयुक्त/जिल्हाधिकारी

सर्व आयुक्त, महानगरपालिका

सर्व जिल्हा परिषदांचे मुख्य कार्यकारी अधिकारी.

सर्व मुख्याधिकारी नगरपरिषदा/नगर पंचायत

सर्व मंत्रालयीन विभाग

परिषिष्ट - १

वेबसाईटवर उपलब्ध करून द्यावयाच्या किमान माहिती बाबतचा तपशील

- (१) विभागाची उद्दीष्टे व ध्येय, महत्वाचे कार्यक्षेत्र, महत्वाच्या व्यक्ती व त्याचे पदनाम
- (२) विभागाची रचना (Organisation Setup)
- (३) संपर्काबाबतची माहिती: पत्ता, दुरध्वनी, फॅक्स क्रमांक (जिल्हा निहाय), ई-मेल
- (४) क्षेत्रीय कार्यालयाची जबाबदारी, ध्येय व उद्दीष्टे
- (५) विभागाशी संबंधित अथवा अधिपत्याखालील महामंडळे व शासन अंगिकृत उपक्रमाबाबतची थोडक्यात माहिती.
- (६) महत्वाच्या सेवा व धोरणांकरीता संपर्काची माहिती
- (७) रुल्स ऑफ बिझनेस
- (८) फ्रीक्वेंटली आस्कड क्वेश्चन्स (FAQ)
- (९) संबंधित लीक्स
- (१०) फिडबॅक
- (११) डिस्कशन फोरम
- (१२) शासन निर्णय (GR)
- (१३) बातमी पत्र (News letter)
- (१४) बातम्या (News)
- (१५) योजना (Schemes)
- (१६) टेंडर (Tender)
- (१७) फॉर्मस् (Forms)
- (१८) आर्टिकल्स (Articles)
- (१९) फोटो (Photo)
- (२०) नागरीकांची सनद (Citizen charter)
- (२१) Important reports/Publication
- (२२) Performance Budget
- (२३) e-library

ANNEXURE -2

The aims of the document

This guide is designed to assist various departments/agencies of Government of Maharashtra (GoM), while designing and hosting their own sites for the internet. The purpose is to promote excellence in government sites, through good management and good design.

The tools of this Internet provide a vehicle for improved information sharing among various departments of the Government as well as with the public. The crucial requirement for an effective presence on the Internet is good content. Departments should develop sites which are rich in authoritative and up to date content which is well written, caters for the needs of a wide range of audiences and is easily accessible.

Proper use of the technology will increase opportunities for citizens to participate in government by voicing their opinions and concerns. Internet technology has set the stage for the online public services of the future.

Who should read this?

- Departmental webmasters and IT professionals
- Semi Government and other government agencies who wish to build their website or already have their website.
- Those tendering for outsourced contracts for internet services
- Officials who wish to use the Internet in support of service delivery or communication of information to the public.
- All agencies who wish to take up development work for the government website

Strategy

The first step: The target Audience

The first step in building a web site is by answering the question - Who are the target audience or customers?

The target audience could be classified as

- a. Citizens or business house
- b. Gender / Age group
- c. Geographical location etc.

The content should be separately focussed on each of the target audience.

The second step: The Objective

The second and perhaps the most important step is to have a clear objective of building the website. It could be a plain brochure site providing details of the department or could be a completely dynamic site giving updated information about the happenings of the department and selling forms/publications/tenders online etc.

Generally there are five levels of maturity that a website goes through

Level	Level	Description
1.	Articulate	Website provides information only
2.	Interact	Website allows for information search based on criteria
3.	Transact	Website allows for search, request and purchase services
4.	Integrate	Website has integrated its e-government activities into existing business process
5.	Transform	Creative new process to support the best of class online services.

One should not attempt to directly jump to a level 5. Best is to build the website in phases. In the first phase, publish all documents and information of public interest. Next upload all government forms for download. Finally integrate the website with the department workflow and provide online citizen services.

The third step: Content

Once you decide on the above two parameters, start looking at all information that you can put up on the site. Decide on material that you want to provide. With the broad ideas in place, sketch out a content structure of the website.

When the content structure is finalised after discussions with the concerned designers and approving authorities, begin the compilation of the content material (both text and visuals). The content material could be compiled from all official sources of information. The content should be such that the objective for each of the target audience is met.

Digitization of contents

Once the contents have been compiled from all possible sources, digitize the same in MS word format/Pdf format or even html format. The visual material (Photographs and logos) can be scanned and digitized in gif/jpg format.

Creation of Web Pages

With the contents in hand, decide on the template for the website and follow the same throughout. Ensure that navigation is simple, easy and the user never gets lost. Now create the Home page and rest of the pages. The static HTML pages can be viewed on the development system itself. Always try to use relative paths for hyperlinks so that once the pages are uploaded on the server, the path is not a problem.

Cross-platform support

The Netscape and IE are not consistent in their behavior when it comes to certain HTML tags, DHTML functions, javascripts etc. Hence use them carefully and test your pages in both the browsers.

Monitor settings

The site is to be designed on a 800 X 600 resolution size as this is the most common resolution used by most users. A footer specifying the most ideal setting of the display should also be mentioned. For e.g. have a line at the footer that says "Best Viewed in 800*600, IE 4.0 and above"

Local Search Engine.

As the site becomes complex, it is desirable that a search facility is made available.

The fourth step

Site hosting

How is the service to be acquired and provided?

Once the website has been designed, it is important to host and publish the same.

DIT makes available a free sub-domain name to all the departments. Once the site is ready, it can be hosted under this domain name. In case, you need an additional domain name for the site and if the domain is to be taken under the '.in' domain, please contact NCST Bombay.

DIT will provide a free hosting facility.

The fifth step

Promotion of Web-site.

Once the site is up, it is important to register the site with key search engines like google, yahoo, altavista, lycos, excite etc.

The sixth Step

Responsibility

Who is the owner and who is responsible?

It is extremely important to keep the contents updated or else users will lose interest after visiting your site once or twice. Regular updation must be done by the in-house web team. Each page of the website must be updated at a predefined frequency. As far as possible, link all the applications of the department with the web interface. This would enable fast and easy updation of the site.

Issues that need special attention

Reliable and authentic

A government website is an official source of government information. Hence, it is very critical that whatever is hosted on the site is authentic and duly verified before publishing.

Accountable

All citizen interactions in the form of queries, suggestions, grievances must be timely and carefully attended to. In fact the government website must be used as an effective tool for prompt response.

Updated information

It is extremely important to keep the contents updated or else users will lose interest after visiting your site once or twice. The visitors expect to get the latest and up-to-date information about the activities, schemes, programmes etc even before it is released in press or elsewhere. Hence, whenever any new activity takes place in a Ministry/department, the news/information must get reflected on the website at least simultaneously, if not earlier than it appears in the Press. It would be ideal if the website content management tool generates the relevant physical order/instruction/ notices.

Acceptance

It is essential that there is the widest acceptance of the view that maintaining a web presence should become a part of the mainstream work of departments and agencies. This is relevant equally to those involved in service delivery and in policy. It should be a core aim to provide the public with accurate, timely and comprehensive information, and, in time, a wide range of online services. These processes need to be overseen by senior officials.

What should I put on the web-site?

Content of Web-site

After going through the workings of the government, seeing international sites of Governments of various countries we have compiled a small list of content that should be made available to public on a government web-site. Though the control of content is for departments in line with their objectives, there are certain principles that Government web sites should generally adhere to:

- The content should be comprehensive
- A general rule of thumb is that all material published for the information of the public at large should be available on the Internet. There should be a general move towards making interactive forms available online;
- Departments should publish the Names of Ministers and their responsibilities, departmental aims and objectives, postal address, fax and telephone number, e-mail and contact details, Names and telephone numbers or e-mail addresses of contacts for further information on specific policies or services
- Responsibilities, aims, and objectives of units and divisions
- All departmental schemes.
- Forms published by the department and guidance for their completion. Effort should be made to make them available for filling online;
- Government resolutions
- All tenders notice with a facility to download the tender. Efforts should also be made to enable filling of tenders forms online.
- Press notices.
- Membership and terms of reference of advisory groups
- Complaints procedures.
- Citizens charter
- Research reports and statistical information
- Link to all other government web-sites. (This could be done by taking a user to the web, ring)
- There should be extensive use of links to other useful sites. (These sites should have trustworthy and updated content)
- FAQ
- Help
- Discussion forums
- Opinion polls
- Chat Room
- Complaints/grievance redressal system should usually be available
- Feedback system

The contents that are mentioned in the later part of this list (i.e. chat room/ grievance redressal) should only be added after the department has build a system to promptly response to the inputs from the public.

Minimum homepage requirements

The web-site home page should have the Government of Maharashtra logo. The logo should have the following links www.maharashtra.gov.in

No frame link A HREF=<http://www.maharashtra.gov.in/>

Frame link A HREF=<http://www.maharashtra.gov.in/> TARGET="_top".

- Department name
- Department logo (If any)
- Email contact
- Links to: Statement of purpose, department structure, including Agencies operating under it, Directorates etc
- Search facility
- FAQ/Help facility
- What's New section - if the site is dynamic and adds huge content periodically.
- Contact addresses (postal and e-mail).
- Privacy policy statement
- Complaints procedure / Grievance redressal system
- Copyright disclaimer (including Third Party copyright)
- Content disclaimer
- Feedback page
- Best resolution and browser to view the contents

Bulletin boards, discussion groups and chat rooms

Where **bulletin boards and discussion groups** are used to invite comments and responses to others' comments, departments should be mindful of the level of moderation which they must provide. This is relevant both to the quality of the service, since an unmoderated forum may justly be criticised as an inadequate means of consultation, and to the legal requirement to ensure that content is not unlawful.

The **minimum level of moderation** entails a disclaimer distancing the host from the opinions and comments posted, but in any case there must be clearly stated and enforced rules for posting. These must disallow defamatory, libellous, racist, sexist or otherwise offensive language. There must be arrangements to delete postings which contravene the rules promptly. There should be a registration system to enable users to post views and there must be arrangements to ban users who contravene the rules. Postings must be read frequently (a minimum of once a day).

For some sites, it may be desirable to limit membership in advance (for example to a particular profession). Where this occurs, rules for membership must be transparent.

The **maximum level of moderation** requires users submit contributions in advance so that they can be read by the host before being posted to the website

Chat rooms require a different form of moderation depending on whether they are permanent or temporary.

It is desirable that users of **permanent chat rooms** become members before they can contribute. This makes it possible to bar users for contravening rules, as for bulletin boards. Permanent chat rooms must be monitored frequently, particularly during busy times. It may be

desirable to issue monitor status to trusted members as occurs in some commercial chat rooms but this does not absolve the host's monitoring responsibility.

Temporary or special occasion chat rooms typically have a much higher media profile since they may feature a Minister or other prominent figure responding to users' questions and comments. In this situation, it is advised that questions are submitted to the interviewee (either live or in advance), before being published in the chat room.

Moderators or administrators of these sites need more direct access, than with more static sites, to tools to enable them to make updates to content. Moderators or administrators will need access to profile details, so that they can exclude people or readmit users who forget passwords.

These sites should state explicitly whether they have been optimised for a particular browser or level of browser or screen resolution, whether they require Java or a plug-in,

Generic Software

Considerable work has been done in building various government database. Unique codes have been given to various departments and subjects. GR's, News of different departments are being stored. These can be easily picked by the software agencies executing work at your end. It is essential that the coding system followed by all departments be uniform. This would help to integrate database.

Generic Software for content management is being made available to all departments to upload data. The following are the kind of data that can be uploaded

- 1) Department Information
 - a) Aims
 - b) Objectives
 - c) Divisions
 - d) Business Rules
 - e) Events
 - f) FAQ's
 - g) Images – for home page
- 2) GR's
- 3) Newsletter
- 4) News
- 5) Schemes
- 6) Tenders
- 7) Citizen's Charter
- 8) Forms
- 9) Articles
- 10) Photos
- 11) Ministers & Secretaries information
- 12) Poll question
- 13) Discussion forums
- 14) e-Library

There would be additions to this list as and when more applications are developed.

Content disclaimers & Intellectual property rights (IPR)

Content Disclaimers

Government web-sites should not automatically contain disclaimers about content. There is no more reason to include a general disclaimer on a website than there would be to do so with respect to equivalent hard copy material. On the other hand, the much increased accessibility of material published on a website might in some instances more readily suggest that a disclaimer is appropriate. An assessment of whether a content disclaimer is needed can only really be made on a case by case basis. The department or other public body needs to consider the accuracy of the material, the source of the material and the projected use of and reliance on the material.

Disclaimers could well be relevant where information originating outside of government is made available on a public sector website. In such circumstances, bearing in mind the potential for defamation and inadvertent infringement of third party copyright, it might be prudent to include some form of disclaimer along the following lines:

The following information (specific document etc.) is provided for convenience as part of the service we offer at this website. However, the XYZ Department/Agency (etc.) cannot accept any liability for its accuracy or content. Visitors who rely on this information do so at their own risk.

Legitimate expectation

Information published on a website can create a legitimate expectation as to procedure or substantive policy, just as can the hard copy equivalents. This also means that any mistake in the course of publication on the Internet could have serious consequences in light of the sheer dispersal speed of information and the numbers of hits that the more popular web-sites receive each day.

Links into government sites A link to any general liability disclaimer should be included on every page since the site might otherwise be accessed without viewing the liability disclaimer.

Links from government sites It must be made clear to the user, when linking to a non-Government website, that the information provided is the responsibility of that external source and no longer that of the referring site.

IPR Issues

The creation of a link to a non-government site can raise legal issues depending on the manner in which it is achieved. Where another website can be opened while the visitor remains in the public sector website (in a frame, for instance), this might constitute an infringement of intellectual property rights. There is also a possible liability where a seamless, non-obvious link is provided to another site and the visitor thinks he or she is still in the public sector website. The prudent advice is that where at all possible, permission to link should be sought in advance from the controller of the site to which the link will be made.

A suitable disclaimer might read:

The [department name] is not responsible for the contents or reliability of the linked web-sites and does not necessarily endorse the views expressed within them. We cannot guarantee that these links will work all of the time and we have no control over availability of the linked pages.

How should I design the web-site.

Homepage, navigation and display

Government sites should have clear navigation, which is easy to use. Navigation has often been overlooked by designers in favour of the look of the site. Information and services on web-sites are only useful if customers can find them. The recommendations in this section aim to ensure that the user can navigate the website using whatever technology is available to them.

Departmental web teams should ensure that:

- The homepage is found at the URL that is served as the homepage by the server (i.e. www.name.gov.in not www.name.gov.in/namehome.html).
 - There is a link to the homepage from every page.
 - The main navigation menu is available from the homepage.
 - The main sections of the website should be accessible within one click from the homepage.
 - The logo of the department or organisation is included on each page.
 - There is a link to the main government of Maharashtra web-site from every page. This is to be achieved by displaying the government of Maharashtra logo on every page. This logo will be linked to the government of Maharashtra web-site
- No frame link A HREF="<http://www.maharashtra.gov.in/>"
 Frame link A HREF="<http://www.maharashtra.gov.in/>" TARGET="_top".

If menus are designed using non-HTML techniques, e.g. JavaScript or Shockwave, an alternative menu must be supplied using standard HTML.

Fundamentals

1. Logo Usage

The logo of Maharashtra should be displayed at the upper left-hand corner of the page (Header part). The logo should always sit on the header, Aligned centrally (Vertical). This logo would be a hyperlink to the home page of the parent site <http://www.maharashtra.gov.in>

The department logo should be placed on the extreme right of the page, aligned centrally. The size of the department logo should not be more than the size of GoM logo.

2. Colors

Using colors that are universal and recognizable by most browsers is essential. These colors are known as websafe colors. All the elements on a page should always be on websafe colors. Only photographs are an exception to this rule.

The Font Color attribute must not be set to white, as it will not print.

The Font colour should be in contrast to the background colour, to aid readability. If some text must be rendered in a particular Font, it should be presented as an image and a text alternative should be supplied.

3. Fonts

Marathi-English

Local Language Support: for Marathi please use the font - DVBW-TTSurekh. It is a dynamic font. For English use any of the dynamic fonts.

The size of the Marathi font and other attributes would be the same as that of its English counter part. These fonts are dynamic fonts developed by C-DAC. You can download the same from the [download section](#).

Case

Avoid all-uppercase headlines. They are much harder to read, because words formed with capital letters are monotonous rectangles that offer few distinctive shapes to catch the reader's eye.

In general, use lower case style (capitalize only the first word, and any proper nouns) for your headlines and subheads. Lower case style headlines are more legible, because we primarily scan the tops of words as we read:

All-caps and over-use of italics should be avoided. Underlined text should be avoided so as not to cause confusion with hyperlinks.

4. Hyperlinks and Windows Management Hyperlinks

Internal

5. Naming Convention

Directories and File Names should be in small letters with no spaces.

Eg. Right Names: default.htm, irrigation_dept.htm

Wrong names: Default.htm (the "D" is capital),
irrigation dept.htm (there is a space in-between "irrigation" and "dept")

Though naming convention does not make too much of a difference if the site is loaded on a NT machine, but on a linux/unix/solaris machine, a wrong naming convention would give errors!

No other forms of punctuation should be used in a file name. The file names should be descriptive. However, the name should not be greater than 50 characters.

6. Style Sheets

While coding use of style sheet is essential. No **hardcoding** of fonts/colors should be done, anywhere on the site.

Used style sheets not only decreases effort in coding, but also it also has the following advantages

- a. Leads to faster page loading and
- b. Easy changes to the site.

7. Links to other departments

Citizens and businesses visiting a site will often want information which is held in a number of departments. Departmental sites should provide better service by links to related information on other sites, whether in central or local government or the private or voluntary sectors. A general principle is that departments should not duplicate information from other sites for which they do not have authoring responsibility. To do so risks the simultaneous publication of conflicting versions of what should be the same information.

The following principles should be observed:

- Authors of content for web pages should offer links to relevant sites in other departments, local government and external sites.
- Links should be to specific pages on other sites, not just to the home page.
- Notice should be given whenever a link takes the visitor outside the government web space.
- Authors of content should identify other sites where links to their sites should appear and take steps to ensure that they are included in them.
- Departments should adopt as open a position as possible in respect of incoming requests for inclusion of links to other government sites.
- Departmental webmasters should keep registers of the links on their sites and, where they have established them, of links to their sites from elsewhere. They should test them on a regular basis and make arrangements to update links where necessary at no more than 1 working day's notice.
- Departmental web teams must notify those with whom they have placed links back to their site of any decisions which will make those links ineffective or where they should be superseded by links to new pages.

8. Web ring

In addition to providing links from the department pages to other web-sites, departments should have a common page that lists all the websites of all the department. This page also called as the web ring will be present on all the government sites. The concept of web ring emerges out from the need to provide a one stop access to all departments. But as of now all of them function independently. In order to bring in some consistency and synergy, the web ring is designed as a common gateway to all the web sites functioning as part of Government of Maharashtra. All the web sites are required to download the html pages for the web ring and display the page on their web site. Link to this page must be given in a prominent position in all the web pages. This could form a part of the primary navigation aid. These pages must be downloaded from the URL - <http://www.maharashtra.gov.in/download/>

Provision of information

Where departments include material about services or information which is the responsibility of another department or organisation, they should clear the text with them. This is also a good opportunity to obtain useful links for the site.

9. Tags

Head tags must be included (opening and closing).

Body tags must be included (opening and closing).

Comment codes must follow a set notation e.g. <!--Comment Code text-->.

The Body Tag must include the Text, Link, Vlink, Alink attributes.

Comment codes must not be used to credit individuals or other companies.

Code layout

A standard layout must be adopted for HTML files e.g. Attributes must be added to Tags in the same order throughout. Comment codes should be used to make portability easier.

Title Tags

Title tags are valuable for internal management, user navigation, and search engine positioning. Title Tags must always be included. Title Tags should be no longer than 60 characters and where possible under 30. Title Tags should have a set syntax, describing the organization and the content of the page.

What are the common applications that I can use?

Hosting:

The DIT has purchased licenses for DB2 (Ver 7.1). It has also obtained servers for hosting the web application. These servers have a linux operating system. All the departments desiring to host their web site can do so free of cost on this server. NT based servers will also be provided for the departments to host their existing sites.

However all departments that are creating the website from scratch or are revamping their websites should develop their sites on linux/JSP base.

Hosting the web-site on other servers

Procurement of ISP services

Connection guarantees Levels of connectivity should be agreed with ISPs, as should compensation arrangements if they are not met. It is for the business to decide whether 100% connectivity needs to be guaranteed. If it does, it should be born in mind that 100% connection can only be guaranteed when connectivity is provided by more than one telecommunications operator. Where web servers are guaranteed 100% uptime, purchasers must be aware that this is only likely when the website is hosted on two servers in different locations. Contracts should specify levels of availability and compensation arrangements if they are not met. Connectivity guarantees should in any case exceed 98%. Purchasers must be aware of compensation claim procedures, and whether connection and uptime guarantees are calculated annually, quarterly or monthly, and whether these are on a fixed or rolling basis.

Security: The security of the ISP site should be sufficient for the classification of the information which is hosted on it. Guidelines for access control and physical security should be sought and checked against the ISP's procedures.

Backup: The ISP should perform backup procedures to the client's predetermined schedule. The ISP should guarantee these procedures and the maximum time to site restoration in the event of a failure.

Database integration: If the purchaser wishes to implement a database driven site, either immediately or in the future, they must be aware of any technical limitations and cost implications imposed by the ISP.

Web server statistics The contract should specify that the ISP will provide the web server statistics.

Bandwidth: Purchasers should estimate growth in the requirement for bandwidth over the course of a contract. For some websites, bursting connection is desirable (typically useful for websites which receive seasonal or occasional growth in traffic). Unfortunately, it becomes very difficult to predict the overall cost of bandwidth over the year. The alternative is to purchase fixed bandwidth. In this situation, high bandwidth (to cope with bursts of traffic) will be expensive, whereas low bandwidth will result in users being unable to reach the site.

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Contracts should include pricing for higher and lower bandwidths than those initially purchased and conditions for changes in bandwidth requirements, including periods of notice.

Technical Support: ISP's should provide 24*7 telephone technical support.

Pricing: Pricing should be transparent. Purchasers must be aware of potential 'hidden' costs, such as:

- Additional bandwidth
- Additional disc space
- Additional software
- **Surcharges** on quarterly as opposed to annual payments
- Maintenance of any hardware provided as part of the contract.

What names should I choose?

Domain Names

Domain names have been registered by the GoM for all the departments. These names are subdomains of the main government of website. The departments are free to register their own independent name.

Each of the department would have a domain name of <http://www.mahaagriculture.gov.in> or <http://<shortnameofdepartment>.maharashtra.gov.in>. For example the domain name for the Schools education department would be <http://school.maharashtra.gov.in>, when the department name is too long then either the abbreviation is used or only the first few letters of their name is chosen.

Department	Registered free	Optional names that can be registered independently
General Administration	gad.maharashtra.gov.in	www.mahagad.gov.in
GAD-IT	it.maharashtra.gov.in	www.mahait.gov.in
Science & technology	sciencetech.maharashtra.gov.in	www.mahasciencetech.gov.in
Home	home.maharashtra.gov.in	www.mahahome.gov.in
Tourism	tourism.maharashtra.gov.in	www.mahatourism.gov.in
Transport & State excise	tse.maharashtra.gov.in	www.mahatransport.gov.in
Revenue & Rehabilitation	revenue.maharashtra.gov.in	www.maharevenue.gov.in
Forest	forest.maharashtra.gov.in	www.mahaforest.gov.in
Agriculture	agri.maharashtra.gov.in	www.mahaagriculture.gov.in
Animal Husbandry	animalhus.maharashtra.gov.in	www.mahaanimalhus.gov.in
School Education	school.maharashtra.gov.in	www.mahaschool.gov.in
Urban Development	urban.maharashtra.gov.in	www.mahaurban.gov.in
Finance	finance.maharashtra.gov.in	www.mahafinance.gov.in
Public Works	pwd.maharashtra.gov.in	www.mahapwd.gov.in
Irrigation	irrigation.maharashtra.gov.in	www.mahairrigation.gov.in
Law and Judiciary	lj.maharashtra.gov.in	www.mahalawjud.gov.in
Industries	industry.maharashtra.gov.in	www.mahaindustry.gov.in
Rural Development	ruraldev.maharashtra.gov.in	www.maharural.gov.in
Food	food.maharashtra.gov.in	www.mahafood.gov.in
Planning	plan.maharashtra.gov.in	www.mahaplan.gov.in
EGS & Civil cases	egcc.maharashtra.gov.in	www.mahaegscc.gov.in
Social Welfare	social.maharashtra.gov.in	www.mahasocial.gov.in
Parliamentary Affairs	pa.maharashtra.gov.in	www.mahapa.gov.in
Housing	housing.maharashtra.gov.in	www.mahalhousing.gov.in
Water Supply and Sanitation	water.maharashtra.gov.in	www.mahawater.gov.in
Public Health	phd.maharashtra.gov.in	www.mahaphd.gov.in
Medical Education	medical.maharashtra.gov.in	www.mahamedical.gov.in
Tribal Development	tribal.maharashtra.gov.in	www.mahatribal.gov.in
Environment	environment.maharashtra.gov.in	www.mahaenvironment.gov.in
Co-operation	cooperations.maharashtra.gov.in	www.mahacreditsugar.gov.in
Higher Education	highedu.maharashtra.gov.in	www.mahahighedu.gov.in
Women and Child Welfare	womenchild.maharashtra.gov.in	www.mahawomenchild.gov.in
Employment	employment.maharashtra.gov.in	www.mahaemployment.gov.in

For example thane district would have a domain name called as

<http://thane.maharashtra.gov.in>

the domain name for Thane district

<http://zp.thane.maharashtra.gov.in>

the domain name for a zilla parishad in thane.

Similarly for local bodies the naming would be as follows

<http://muncorp.pune.maharashtra.gov.in>

the domain name of municipal corporation of Pune

In addition to the above the department can choose any name that they wish.

- The chosen name shall minimise the risk of confusion with other similarly named organisation and avoid the risk of inadvertent masquerading.
- The name requested should reflect the name of the department or semi government body.

Various downloads are available to help the departments while developing their web site.

1) The style Guide document.

2) Marathi fonts

a) Krishna

b) DVBW-TTSurekh

3) Web ring html pages

These are pure html pages. They can be displayed as is after downloading from the site. But since a lot of departments are adding their web sites, the web ring pages would change quite fast. We therefore request you to regularly update this page as and when a new upload appears. You can be notified of uploads as and when they take place by e-mail.

4) A list of all the tables along with the table description is also available by doing the following query from the page <http://www.maharashtra.gov.in/givemetables.php>
